REVAMP App for Clinicians

Quick Start Guide

U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

March 2017

Overview

The Remote Veterans Apnea Management Platform (REVAMP) App consists of a Patient Platform and a Clinician Platform. With the REVAMP App for Clinicians, as a sleep clinician, you will be able to set up patient accounts, schedule patients for sleep testing and enter their results, review patient Positive Airway Pressure (PAP) machine data, assign questionnaires, schedule appointments, write Progress notes and correspond with patients. Additionally, if you are an authorized user, you will also have the ability to create and manage educational material on sleep apnea and automated messages for patients.

General Info

1

Prerequisites

In order to use the REVAMP App for Clinicians, you must be a Department of Veterans Affairs (VA) provider and be logged into the Single Sign-On Internal (SSOi) service. To log on with SSOi, you must select your credential service provider (CSP) and authenticate to that service. Available methods are PIV authentication, VA Active Directory (username / password) authentication and Integrated Windows Authentication.

2

Logging In

To log into the REVAMP App for Clinicians, access the application from the VA App Store (***https://mobile.va.gov/app/revamp-clinicians***). This will bring you to the Single Sign-On Internal (SSOi) Login Screen. Click either **Sign In with VA PIV Card** or if you would like to log in with Windows Authentication or VA Network ID, click **View Other Sign-In Options**. Follow the normal process for logging in with the chosen set of credentials.

After authenticating to SSOi with one of the three options described above, you will be taken to the REVAMP Provider Platform Landing Page.

To finish logging into the application, you should click **Continue to REVAMP** on the left side of the screen or in the top right corner. This will take you to the Home screen of the application.

3

Getting to know the screen

When you log into the REVAMP App for Clinicians, you will see your name in the upper right corner of the Home screen, with the number of new messages you have beside it (if there are no new messages, no envelope icon will be shown). There are nine main tabs at the top of the screen that will always be accessible and help you navigate the app: Home, File, Management, Administration, Messages, FAQ, Help, About and Log Off.

The menu items on the drop-down lists will change depending if you are looking at a specific patient's information or are performing non-patient specific tasks within the app. When going to the patient specific screen, a pop-up confirming you would like to go to the summary screen will appear. Tap **OK** to continue. When leaving a patient specific screen to access the general portions of the app, you will also be prompted to confirm you would like to proceed. Tap **OK** to continue. Be aware that if you leave the specific patient Treatment Tree, you must access that patients records again by searching or through the Case Management screen.

4

Learning About the App

To learn more about the app and access a user manual, tap **Help**. A drop-down menu will appear, and tap either:

- **Contact Info** for information on contacting the VA Mobile Solutions Service Desk and what to do if you feel your information may have been compromised.
- **User Manual** to access a built-in user manual for the app.

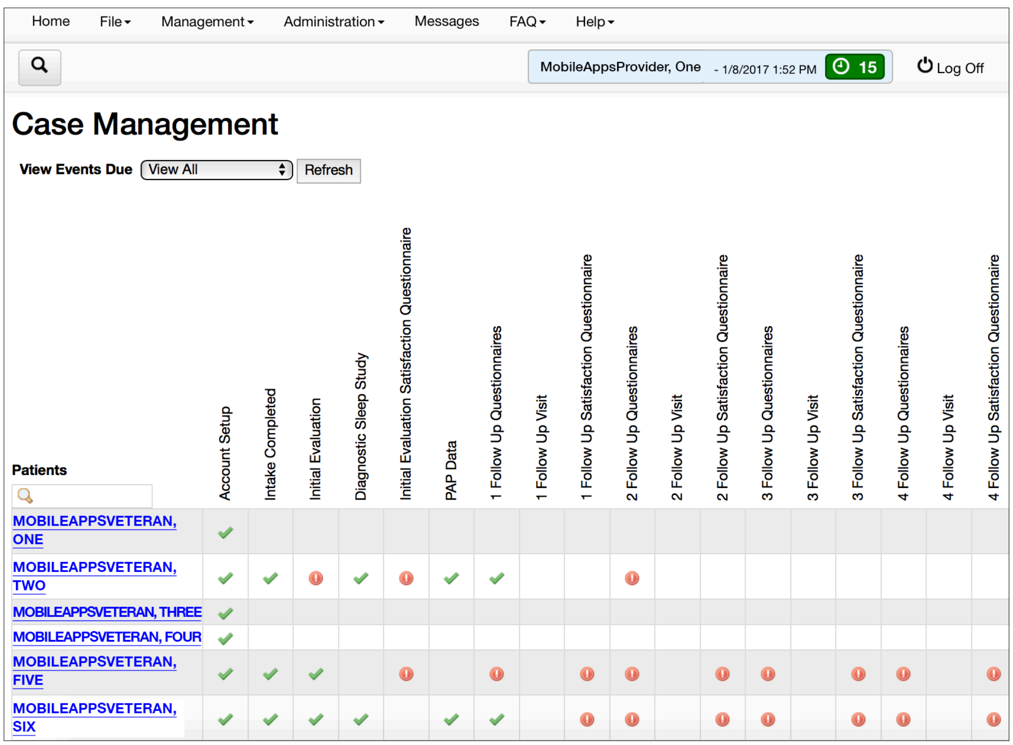
5

Logging Off

You will be automatically logged off after 15 minutes of inactivity. A warning is shown when you have five minutes remaining. A Timeout Counter is shown in the upper right corner of your screen next to your name. The Timeout Counter shows the number of minutes remaining until you will be logged off automatically. The Timeout Counter starts at 15 minutes and periodically resets as long as the app is in use. To log off manually, tap **Log Off** in the upper right corner of your screen.

6

Patient Management



Case Management

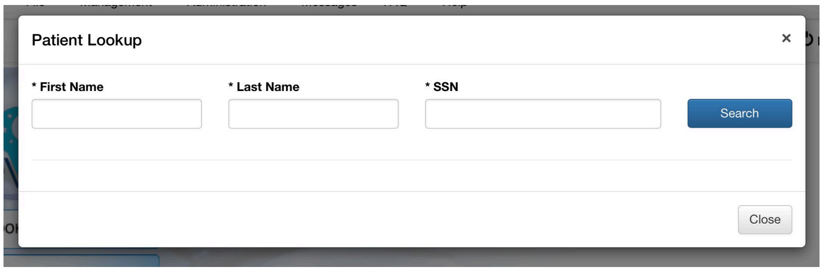
From anywhere in the REVAMP App, tap **Management**, and a drop-down menu will appear. Tap **Case Management**, and you will be taken to the Case Management screen, which shows a list of all patients registered at your location. You may tap on the name of any patient in the list to be taken to that patient's Patient Summary screen. The columns in the Case Management screen represent the events in the treatment pathway. The icon in each column for a patient indicates the status of the event for that patient as follows:

- Blank - Patient has not completed the event, and it is not scheduled or due this week (due before the upcoming Sunday).
- Green Check Mark - Patient has completed the event.
- Yellow Caution Sign - Event is scheduled or due this week (due before the upcoming Sunday).
- Red Alert - The scheduled date for the event has passed, and the patient has not completed it.

The Case Management screen defaults to showing all events. To filter the events by status, tap the bar next to View Events Due, and tap **View All**, **Overdue Events**, **This Week** or **Select Date Range**. Tap **Refresh**, or if you tapped Select Date Range, enter the From and To dates in the form (MM/DD/YYYY). Tap **Update List**.

Looking up a Patient

From the Home screen tap **File**, and a drop-down menu will appear. Tap **Lookup/Register Patient**, and a pop-up Patient Lookup box will appear. Type in the patient's first name, last name and Social Security Number (SSN). Tap **Search**, and the Patient Summary screen will appear with the Treatment Tree for navigation on the left side of the screen.



Registering a Patient

The patient you are registering must be in VA's Master Veteran Index (MVI). From the Home screen tap **File**, and a drop-down menu will appear. Tap **Lookup/Register Patient**, and a pop-up Patient Lookup box will appear. Type in the patient's first name, last name and SSN. Tap **Search**, and the Patient's Demographics screen will appear. Verify that the Veterans pre-populated information on the screen from MVI is correct, and fill in any missing fields. To save updates, either tap the floppy disk icon, or tap **File** and then **Save**.

Accessing Patient Records

From anywhere in the REVAMP App there are three ways to access the Patient Summary screen:

1. From the Home screen tap **Lookup/Register Patient**, and a Patient Lookup pop-up box will appear. Type in the patient's first name, last name and SSN, and tap **Search**. You will be taken to the Patient Summary screen.
2. From anywhere in the app, tap **File**, and tap **Lookup/Register Patient**. A Patient Lookup pop-up box will appear. Type in the patient's first name, last name and SSN, and tap **Search**. You will be taken to the Patient Summary screen.
3. Case Management – From anywhere in the app, tap **Management**, and a drop-down menu will appear. Tap **Case Management**, and you will be taken to the Case Management screen where you will see a list of all patients registered at your location with the status on their treatment pathway events. Tap the name of the patient you want to view. The Patient Summary screen will appear.

Registering a Patient's PAP Machine

Currently, REVAMP supports the registration of Philips and ResMed PAP machines, with plans to include other manufacturers in the future. To register a patient's PAP Machine, first, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record section for instructions on how to access the Patient Summary screen). From anywhere in the Patient Summary, tap **Demographics** on the Treatment Tree on the left. The Patient Demographics will appear on the right side of the screen. Tap the PAP Machine tab, and type in the Serial Number of the PAP machine. Tap the radio button next to the Type of Machine: APAP (Automatic Positive Airway Pressure), BPAP (Bilevel Positive Airway Pressure), CPAP (Continuous Positive Airway Pressure) or ASV (Adaptive Servo Ventilation), and fill out the field(s) in the PAP Pressure Range section. Tap the Manufacturer bar, and select Philips or ResMed. To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Scheduling a Patient's Sleep Studies

Super Admins, Site Admins and users who have permission will be able to schedule sleep studies. To start this process, begin by looking up the patient by name and SSN, or select the patient from the Case Management screen. From the Patient Record screen, tap **Summary** on the Treatment Tree, and tap the Sleep Studies tab. All sleep studies recorded for the patient in REVAMP will be shown on the Sleep Studies tab, and tap **Add Study**. A pop-up Add Sleep Study box will appear, and type the Scheduled Date in the form MM/DD/YYYY. Tap the Type bar, and select the type of study (Home, In-lab Diagnostic, In-lab Titration, In-lab Split). Tap **Add** to add the study to the patient record or Close to discard it (**NOTE:** If there is a separate sleep study appointment needed for the home sleep test, you will need to enter the appointment into the VistA scheduling package for workload capture and monitoring of access to care).

Updating a patient's sleep studies

Super Admins, Site Admins and users who have permission will be able to update sleep studies. To start this process, begin by looking up the patient by name and SSN, or select the patient from the Case Management screen. From the Patient Record screen, tap **Summary** on the Treatment Tree, and tap the Sleep Studies tab. All sleep studies recorded for the patient in REVAMP will be shown on the Sleep Studies tab. From the Sleep Studies you may make edits to the sleep study information, delete a sleep study or add a comment.

Creating and editing progress notes

Super Admins, Site Admins and users who have permission will be able to create and edit progress notes as well as lock and unlock progress notes to make them editable again. To create and edit a progress note, look up the patient. From the Patient Record screen tap the calendar icon, or tap **File** and then **New Visit**. A pop-up New Visit box will appear, and tap the blank bar. From the drop-down tap the type of visit, and the drop-down menu will show the status and date of the Questionnaire Group. Tap **Yes** to continue or **No** to cancel. The new visit will appear in the Treatment Tree, and a new blank form will appear. Type the date in the MM/DD/YYYY format for the Visit Date. You may type in the applicable tab (Subjective, Objective, Assessment / Plan), or tap the Visit Template bar, and select the template you want to use. Tap **Load Template**. Tap the Assessment/Plan tab, which contains a text box where the user can enter an assessment and plan for the patient, as well as an area where the user can add an ICD-10 diagnoses to the patient. To add a diagnosis, tap **Add Diagnosis**, and tap the diagnosis category and then a diagnosis to add it to the patient. To view, add or edit a note for a diagnosis, tap the paper icon in the Comments column. A pop-up Comment box will appear where you can type a comment. Tap **OK** to save or **Cancel** to exit without saving. To lock and unlock progress notes, from the Patient Record screen, double tap **Visits** on the Treatment Tree. Tap the visit name to show the Progress Note item for that visit. Tap on the Progress Note, and the note will appear on the right side of the screen. Tap **Lock Note** to make it read only, or tap **Unlock Note** to make edits.

7

PAP Machine Data

Accessing PAP machine data

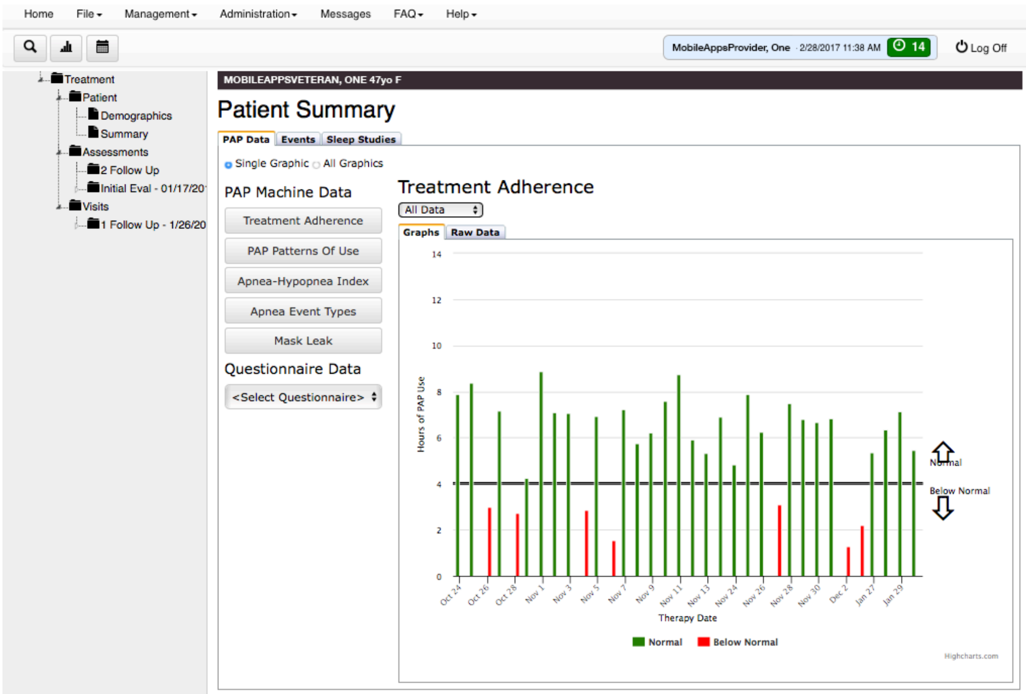
If your patient's PAP machine is registered to the REVAMP App, you can view how often the machine has been in use and the patterns of use. You can also view the patient's AHI, apnea event types and mask leak data. To view your patient's PAP machine data, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record Screen section for instructions on how to access the Patient Summary screen). Tap the PAP Data tab.

Viewing and understanding PAP Machine Data

In the Single Graph view, to view a specific graph first, navigate to the Patient Record screen of the Veteran you would like to view (see the Access the Patient Record Screen section for instructions on how to access the Patient Summary screen). Tap the PAP data tab. Tap the radio button next to Single Graphic (if not already selected). Tap one of the following data parameters under PAP Machine Data:

- **Treatment Adherence** – Shows the total number of hours the patient used the PAP device each night. Bars are colored red if they are below the 4-hour minimum and green if they are at or above the minimum. You may hover over a bar in the graph to see a tooltip with the date and value of the bar.
- **PAP Patterns of Use** – Shows a 24-hour display of the actual times the patient used the PAP device each day or night. The bars are colored red if the total number of hours for the date was below the 4-hour minimum and green if it was above the 4-hour minimum. You may hover over a bar in the graph to see a tooltip with the date and value of the bar.
- **Apnea-Hypopnea Index** – Shows the patient's average AHI each day or night he or she used the device. Bars are colored green if they are below the 10-events-per-hour threshold and red if they are at or above it. You may hover over a bar in the graph to see a tooltip with the date and value of the bar.
- **Apnea Event Types** – Shows stacked bars that add up to the patient's total AHI for each day or night that he or she used the device. The segments of the bars represent the different apnea types: Unknown Apnea Index (grey), Clear Apnea Index (Light Blue), Hypopnea Index (Purple) and Obstructive Apnea Index (Dark Blue). You may click on any of these types in the graph legend to show or hide the segments of that type in the graph.
- **Mask Leak** – Shows the patient's average mask leak in liters per minute (L/min) each day or night that he or she used the device. A threshold line is shown at 24 L/min.

To view the raw data of the selected parameter, tap the Raw Data tab in the top left corner of the graph. Tap the Graphs tab to return to the graph.



8

Administration

Super and Site Admins will be able to manage other user's permissions and add new users. Site Admins will have access to provider users at their own clinic, and Super Admins will have access to provider users from all clinics.

Adding a New User as a Super Administrator

From anywhere in the REVAMP App, tap **Administration**. A drop-down menu will appear. Tap **User Administration**, and you will be taken to the User Administration screen. Tap **Add User**, and a blank Details tab will appear on the right side of the screen. Type in the new user's first name, last name and VA email. Tap the blank Clinic bar, and a list of clinics will appear. Tap the name of the clinic to which the user is assigned. To add the new user's permissions, tap the **Rights tab**, and tap the radio button next to the User Type you would like to assign to the new user (Provider, Site Administrator, Super Administrator). Under User Rights, tap any of the checkboxes next to the rights you would like the new user to have (if not already checked). To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Adding a new user as a Site Administrator

From anywhere in the REVAMP App, tap **Administration**. A drop-down menu will appear. Tap User Administration, and you will be taken to the User Administration screen. Tap **Add User**, and a blank Details tab will appear on the right side of the screen. Type in the new user's first name, last name and VA email. To add the new user's permissions, tap the Rights tab, and tap the radio button next to the User Type you would like to assign to the new user (Provider, Site Administrator). Under User Rights, tap any of the checkboxes next to the rights you would like the new user to have (if not already checked). To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Managing User Permissions

From anywhere in the REVAMP App, tap **Administration**. A drop-down menu will appear. Tap **User Administration**, and you will be taken to the User Administration screen. Tap the Search User bar, and begin typing the first or last name of the user you are searching for. The list of users will update to match your search. Tap the name of the user whose permissions you would like to edit. The right side of screen will default to the user's Details tab. Tap the Rights tab, and tap the radio button next to the User Type you would like to assign to the user (Provider, Site Administrator, Super Administrator).

9

Messages

Reading Your Messages

There are three ways to access your messages.

1. If you have unread messages in your inbox, tap the envelope icon to the right of your name. The icon will show the number of unread messages you have.
2. From the Home screen, tap **Message Center**.
3. From any screen, tap **Messages** in the menu bar.

A pop-up Message Center box will appear displaying your Inbox. On the Inbox tab (Sent tab for messages you have sent to patients and Delete tab for messages you have deleted), you will see a list of your received messages with their titles, senders and the dates and times they were sent. Any unread messages will have blue text and a closed envelope icon to the left. Tap the message you would like to read, and the full message will be displayed on the right side of the Message Center.

Sending a Message

To send a message, access the message center by one of the three ways detailed in the Reading Your Messages section. Tap **Compose**, and a pop-up **Compose** Message box will appear. Type in the subject and message you would like to send. Tap **Select Patient(s)** or **Select Provider(s)**, and a Select Patient or Select Provider pop-up will appear. Select the checkbox(es) next to the name(s) of the intended recipient(s). Tap **Select**, and you will be taken back to the Compose Message pop-up with the chosen patient(s) or provider(s) listed on the To line. If you wish to remove a patient or provider, tap the **X** next to their name. Tap **Send** to send the message or **Cancel** to discard it.

Replying to a message

To reply to a message, access the message center, and tap the message for which you would like to send a reply. Tap **Reply** to reply only to the sender, or tap **Reply to All** to reply to the sender and all other recipients. A pop-up Compose Message box will appear, and type the message you would like to send. Tap **Send** to send it, or tap **Cancel** to exit without sending the message.

Deleting a message

To delete to a message, access the message center, and tap the message you would like to delete. Tap **Delete** to delete the message. To view messages you have deleted, tap **Deleted** while in the Message Center.

10

Management

Create Email Notifications

Super Admins can create and manage emails and secure messages that are sent to patients automatically when certain events occur using the Notification Messages Management screen. From anywhere in the REVAMP App, tap **Management**, and a drop-down menu will appear. Tap **Notifications**. Tap **Email**, and the Notification Message Management screen will appear. Tap the Select Message drop-down, and tap either:

- **One of the pre-existing messages.** Tap **Select** to automatically fill in the Message Title, Email content, Internal (Secure Messaging) content, and the Email/Event Association.
- **Create New Message**. Tap **Select**, and type in a Message Title, which will be the subject line of the email. The message may have an external and/or an Internal (Secure Message) section(s). Tap the radio button next to the event under Email/Event Association on the right side of the screen you want to associate with the email.

Tap the checkbox next to Active to make the message active, which means it will be sent to patients, or deselect the checkbox to make the message inactive, which means it will not be sent to patients. To save, either tap the floppy disk icon, or tap **File** and then **Save**.

Creating and Editing Education Pages

As a Super Admin, from anywhere in the REVAMP App, tap **Management**, and a drop-down menu will appear. Mouse over **Content Management**, and tap **Patient Education Pages**. You will go to the Create/Edit Patient Education Page screen, where you can:

- Create a New Page - To create a new page, if you are already not on the Create Page, tap the radio button next to Create Page. The Title and HTML editor text box will be blank, the Author drop-down will default to you and the drop-down Status bar will default to Un-Published. Tap the blank Title bar, and type in the title (which will be listed in the Select Page pop-up in the Provider Platform and the Education menu in the Patient Platform). To change the author, tap the Author bar, and a drop-down will appear. Tap the name of the Super Administrator you would like to list as the author. Enter text, images and/or video for the HTML page using the HTML editor text box.

- Edit a Page - To edit an already existing page, tap the radio button next to Edit Page. Tap **Select Page**, and a Select Page pop-up of the existing pages in the content management system with their Titles, Authors, and Statuses will appear. Filter by Author or Status by tapping the drop-down menu, selecting the author or status and tapping **Filter**. Tap the page you would like to view. Tap **Select** to begin editing the page as you would while creating it, or tap **Close** to exit without selecting a page.

To save, either tap the floppy disk icon, or tap **File** and then **Save**. When you wish to make the page available in the Education menu of the Patient Platform, select Publish as the status. Tap the floppy disk icon, or tap **File** and then **Save**.
NOTE: A status of Un-Published, even if saved, means the page will not be available in the Education menu.

Help and Additional Information

Additional training materials for the REVAMP App for Clinicians

A built-in user manual is available. To access the built-in user manual, tap **Help**. The Help sub-menu will expand, and tap **User Manual**. More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found at ***mobile.va.gov/appstore***.

Help Desk Information

If you need assistance with the REVAMP App for Clinicians, dial **1-844-482-6624** to speak with a VA Mobile Solutions Service Desk Representative. The VA Mobile Solutions Service Desk is open Monday - Friday from 7 a.m. to 7 p.m. CST. For TTY assistance, dial 711.

Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information from your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: **http://www.va.gov/directory/guide/home.asp?isflash=1**. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.